



3 August 2020

Our Residents
Macquarie Lodge Retirement Village
The Salvation Army Aged Care

RE: AN UPDATE ON MACQUARIE LODGE AGED CARE CENTRE

Dear All,

As some of you may be aware, there has been an increase in community transmission of COVID-19 in New South Wales. Based on this, we have decided to move Macquarie Lodge Aged Care Centre from Risk Level 4 to Risk Level 5 on our Risk Assessment Matrix effective 1 August 2020.

This means that unfortunately, visitors to the Centre will not be permitted except to visit a palliating resident should they be a family member or a friend. We understand that this may cause distress and we will endeavour to update you as soon as the situation changes. We do appreciate your understanding and support as the wellbeing of our residents and staff is our utmost priority.

We would like to take this opportunity to remind you to be vigilant about your hand hygiene and to maintain social distancing practices of at least 1.5 metres from others. The Government still advises older Australians to stay at home if they are over 70-years-old or if they fall into a high-risk category.

As you know, we do not take any decision lightly when it comes to the safety and wellbeing of our residents and their loved ones, especially in the current environment of the COVID-19 pandemic. We appreciate your consideration and your continued support.

If you have any questions, please get in touch with Suzanne Lord, your Village Manager, as she would be happy to assist.

Kind regards,

A handwritten signature in black ink that reads 'William Crowley'. The signature is fluid and cursive, with a large loop at the end.

William Crowley
Operations Manager – Retirement Villages
The Salvation Army Aged Care